Annex C: Standard Reporting Template

Leicestershire and Lincolnshire Area Team

2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Glenside Country Practice

Practice Code: C83024

Signed on behalf of practice: Date:

Signed on behalf of PPG: Date:

1. Prerequisite of Enhanced Service – Develop/Maintain a Patient Participation Group (PPG)

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| Does the Practice have a PPG? ***YES*** | |
| Method of engagement with PPG: Face to face, Email, Other (please specify) ***Face to Face, Virtual and Email.*** | |
| Number of members of PPG: ***15 – We also have representative staff from The Shires school for mentally and physically disabled children aged 11-18 – These are virtual members only*** | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | ***1856*** | ***1848*** | | PPG | ***7*** | ***8*** | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | ***660*** | ***272*** | ***262*** | ***438*** | ***636*** | ***561*** | ***565*** | ***310*** | | PPG | ***0*** | ***1*** | ***0*** | ***4*** | ***0*** | ***2*** | ***5*** | ***3*** | |
| Detail the ethnic background of your practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | White | | | | Mixed/ multiple ethnic groups | | | | |  | British | Irish | Gypsy or Irish traveller | Other white | White &black Caribbean | White &black African | White &Asian | Other mixed | | Practice | ***3673*** | ***2*** | ***0*** | ***13*** | ***2*** | ***2*** | ***0*** | ***5*** | | PPG | ***14*** | ***0*** | ***0*** | ***0*** | ***0*** | ***0*** | ***0*** | ***0*** |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice | ***2*** | ***0*** | ***0*** | ***1*** | ***0*** | ***1*** | ***1*** | ***0*** | ***0*** | ***2*** | | PPG | ***1*** | ***0*** | ***0*** | ***0*** | ***0*** | ***0*** | ***0*** | ***0*** | ***0*** | ***0*** | | |
| Describe steps taken to ensure that the PPG is representative of the practice population in terms of gender, age and ethnic background and other members of the practice population:  ***The PPG is advertised on the practice website, posters in the waiting rooms and on the information screens in the waiting rooms.***  ***Last summer some members of staff attended the Castle Bytham summer fair, where we had a stall promoting the practice including a board with information regarding the PPG. Patients have been approached by the lead GP to ask if they would like to be members. A leaflet inviting patients to become members has also been placed in the prescription bags***. | |
| Are there any specific characteristics of your practice population which means that other groups should be included in the PPG?  e.g. a large student population, significant number of jobseekers, large numbers of nursing homes, or a LGBT community? ***NO***  If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful: | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:  ***A practice questionnaire is distributed for one month of the year. Due to the slow uptake of new members of the PPG, a question will be added to the new questionnaire asking if they are aware of the PPG. Members of the PPG have also contacted us by email with suggestions and queries for the group. Feedback can also be given via the practice website and Facebook page.*** |
| How frequently were these reviewed with the PRG?  ***Feedback from the annual practice questionnaires are discussed at the PPG meetings. Also, any queries and questions are answered during the meetings.*** |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area: ***To have a health promotion stall at the Castle Bytham Summer Fair. This was thought to be a good idea by all PPG members to highlight the surgery and the services available.*** |
| What actions were taken to address the priority? ***Leaflets were obtained on various health promotion areas, including diet, alcohol, smoking etc. “Goodie bags”, containing health promotion leaflets were given to all who approached the stall. A nurse was available and patients could have their blood pressure and blood glucose measured whilst at the stall. Dr Ray was available for any non-medical queries about the surgery.*** |
| Result of actions and impact on patients and carers (including how publicised):  ***All the people that attended the stall were keen to chat to all staff about the surgery and the improvements made so far since Dr Ray became partner and two new doctors started at the practice. It was felt that as this was well received, we would look to do the same again next year and possibly at some of the other villages to promote the practice and services provided.*** |

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| Priority area 2 |
| Description of priority area: ***Book Club - One member of the PPG asked if it was possible to have a “book swap” available at the surgery in the waiting room. This was discussed and thought to be a good idea.*** |
| What actions were taken to address the priority? ***A small table was provided in the surgery waiting room with a poster advertising the “book swap”. Patients can also purchase the books if they wish for a small donation, which will go to the practice patients fund.*** |
| Result of actions and impact on patients and carers (including how publicised): ***Patients have really liked the idea and there are currently 20-30 books available for swap/purchase.*** |

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| Priority area 3 |
| Description of priority area: ***“Anything Goes” chat in Castle Bytham – this was attended by Dr Ray and Dr Kasi. Dr Ray gave a presentation to the meeting about the practice, including changes already made and changes still to be made. Dr Ray was invited to the meeting by a PPG member*** |
| What actions were taken to address the priority? ***A presentation was produced, highlighting changes already made and changes to be made within the practice, there was an opportunity for questions and answers at the end of the presentation. The PPG was among one of the services highlighted at this meeting.*** |
| Result of actions and impact on patients and carers (including how publicised): ***This was well received by all who were present at the meeting and Dr Ray has been invited back to attend another meeting, which he will do to give the group an update on the practice. Dr Ray would also like to know of any other meetings in the practice area, which he would be able to attend to promote the practice. This is currently being looked in to.*** |

Progress on previous years

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

**Parking** – Improvements regarding parking at the Corby Glen surgery are still part of the long term plans for general improvement.

**Worried about future of the practice** – It was apparent that some patients were worried regarding the future of the practice after Drs Campbell had retired. Dr Ray has reassured the PPG at the meetings about the future of the practice. Dr Ray has also attended meetings held in the practice population villages and attended the summer fair to ensure that patients are aware that the surgery will continue to provide services and in fact has now increased its services for the patients.

**Telephone Lines** – It was asked by the group if there could be a “call waiting” type line put in at the Castle Bytham surgery due to the volume of calls made. Gill, Practice Manager, looked in to this and unfortunately the system currently installed at Castle Bytham is old and this function cannot be added. However, when this system needs upgrading, this service will be added at that time. In the meantime, the practice has been actively advertising the online services and the 24hour order line.

**Outside Lighting at Castle Bytham** – The lighting at the Castle Bytham surgery has now been improved and new lighting has been installed on the ramp at the entrance to the surgery.

**Adjustable Chair for Patients in the waiting room** – This was a suggestion by a PPG member, who felt that the current chairs were not always patient friendly if the patient had mobility problems. During the improvements made at the Castle Bytham surgery, some chairs were purchased with arm supports to help patients with mobility problems. At present, there is no space at the Corby Glen surgery for these chairs.

**Anything Goes Chat** – A PPG member asked if Dr Ray would be willing to attend a meeting to promote the practice. This was attended by Dr Ray and Dr Kasi and was well received by the meeting. Any further future meetings will be attended by Dr Ray.

1. PPG Sign Off

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| Report signed off by PPG: **YES**  Date of sign off: 19th March 2015  Has the report been published on the practice website? ***YES*** |
| How has the practice engaged with the PPG:  How has the practice made efforts to engage with seldom heard groups in the practice population? ***Dr Ray has asked at PPG Meetings for the members to let him know of any meetings in villages in which they live, where he could attend to promote the practice and its services.***  Has the practice received patient and carer feedback from a variety of sources? ***Feedback can be received via the website, during the annual patient questionnaire, the 2 questions questionnaire which runs all year round and the Friends and Family test.***  Was the PPG involved in the agreement of priority areas and the resulting action plan? ***Yes***  How has the service offered to patients and carers improved as a result of the implementation of the action plan? **1. Improved lighting to make it safer for patients. 2. Improved seating for patient with poor mobility. 3. Reassurance regarding the future of the practice following partnership change.** |

Please return this completed report template to the generic email box – [england.leiclincsmedical@nhs.net](mailto:england.leiclincsmedical@nhs.net) no later than 31st March 2015. No payments will be made to a practice under the terms of this ES if the report is not submitted by 31st March 2015.